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Survey Results

DMHA Consumer Services Review

Reviewer Survey

Tuesday, April 3, 2007
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Indiana Family and Social Services Administration
Division of Mental Health and Addiction
WebSurveyor
Report Name: SFY2007 CSR Reviewer Survey Report
Report Generated: 04/03/2007 (M. Connor)

Survey Response

This report contains the results to the survey titled *DMHA Consumer Services Review: Reviewer Survey*. The results include answers from all respondents who took the survey in the 26 day period from Thursday, February 22, 2007 to Monday, March 19, 2007. 56 completed responses were received to the survey during this time from a pool of 100 persons trained and 75 of those assisting with a minimum of one review. Comments have not been edited, including any grammatical or typing errors.

Survey Results

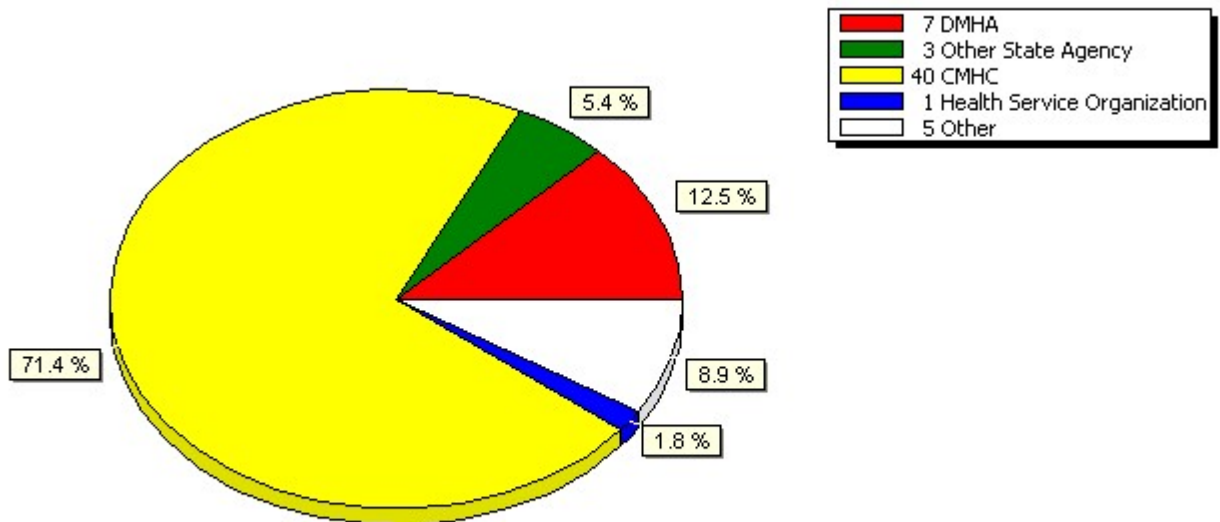
Survey: DMHA Consumer Services Review Reviewer Survey

Author: Gina Eckart

Filter:

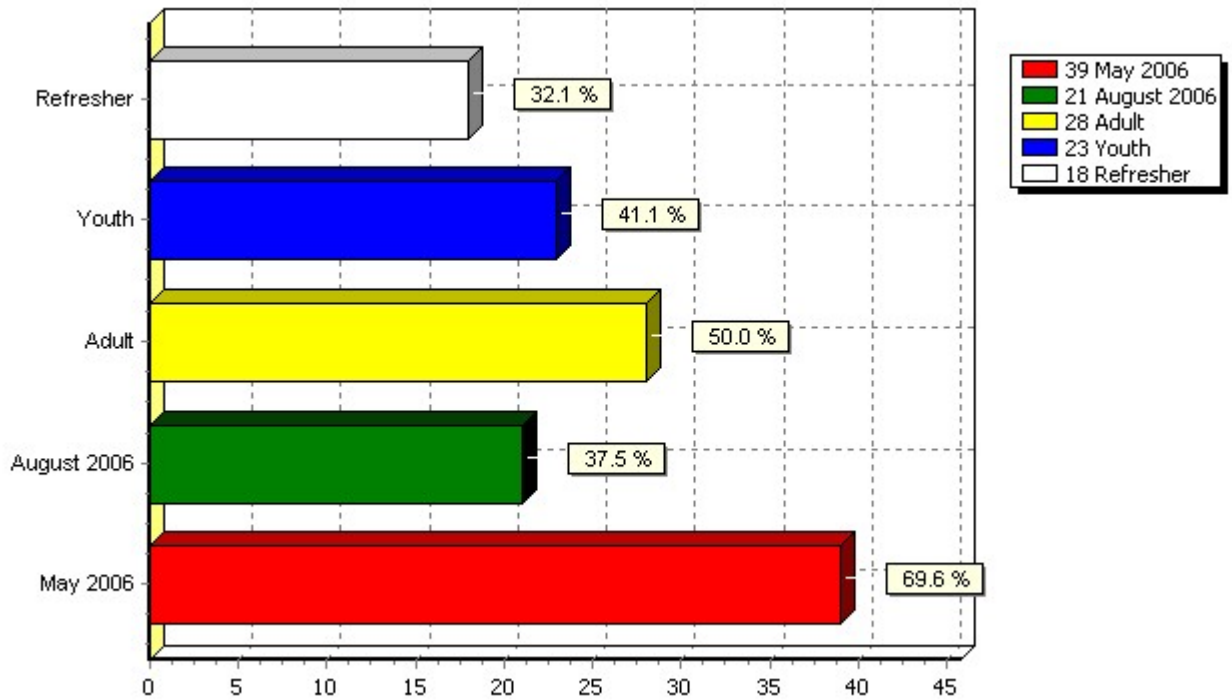
Responses Received: 56

2) Please select the type of employer:



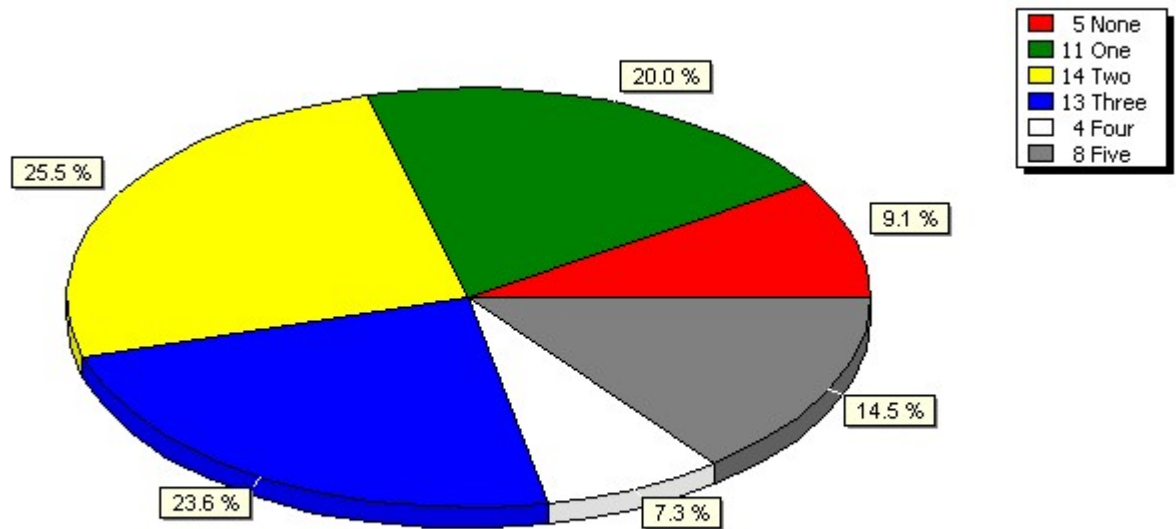
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3) Which Reviewer training did you attend? Please check all applicable.

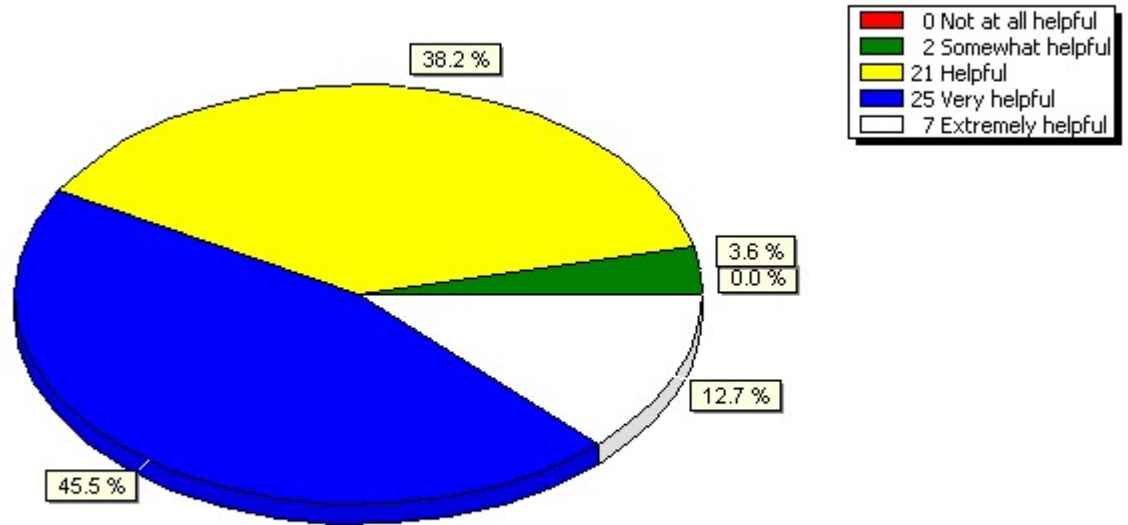


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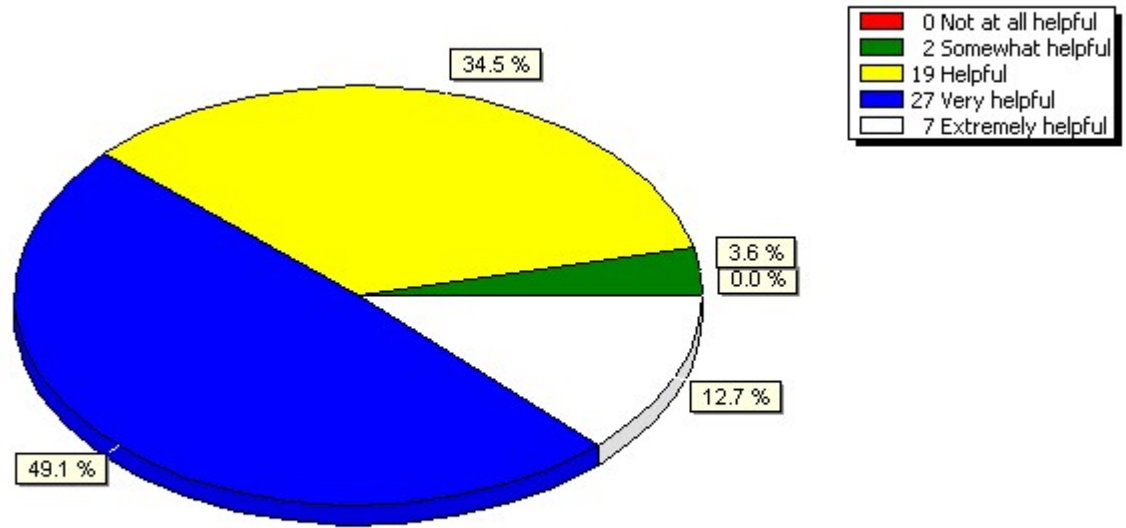
4) How many reviews did you participate in as a shadow/reviewer?



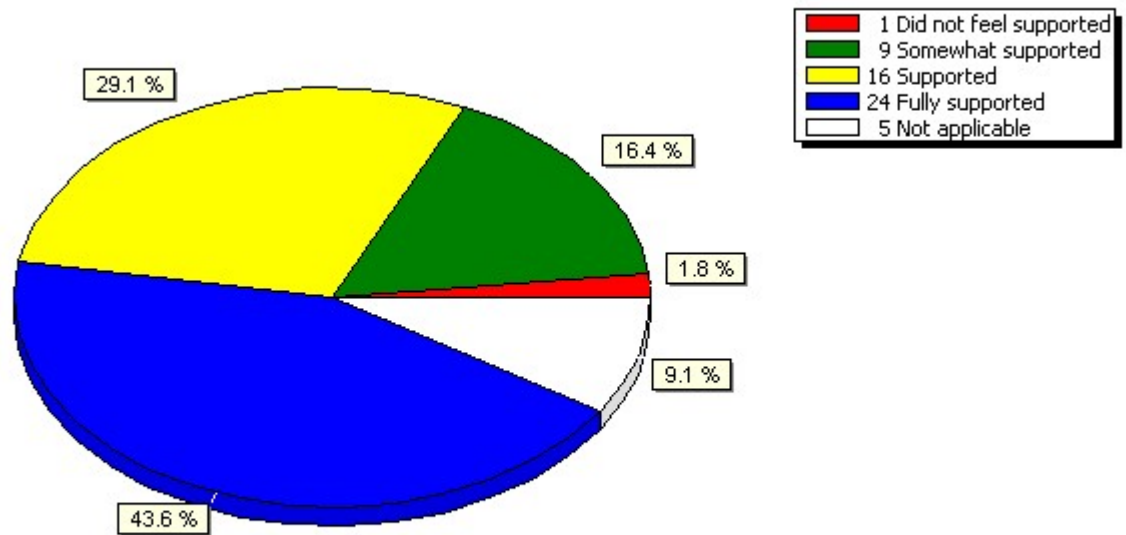
5) We would now like to get your feedback on the Training you received prior to the review as well as support during the review process. Overall, how helpful do you feel the training was in preparing you as a Reviewer?



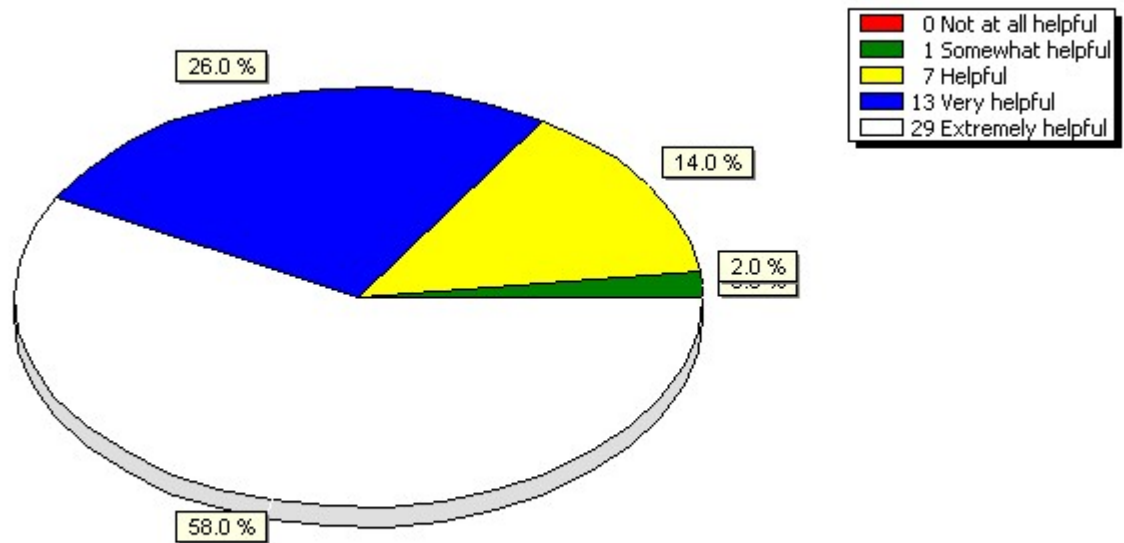
6) The structure of the training (small group, partner activities, overview of protocol) was:



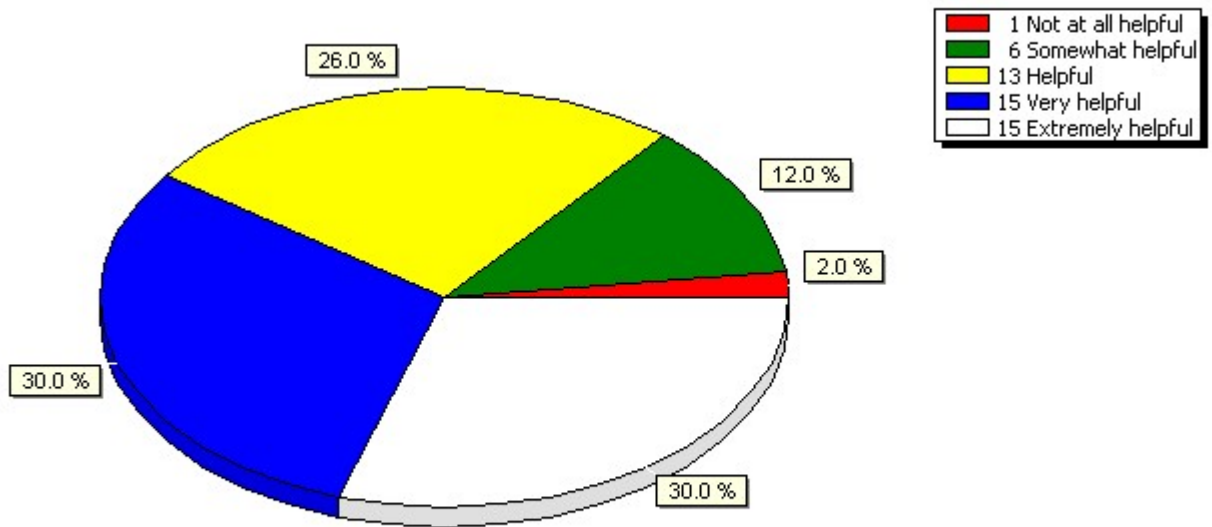
7) The supervision and support I received during the reviews was:



8) Having the opportunity to shadow with an experienced reviewer was:



9) Having a partner during a case review was:



- 10) Please give comments regarding the training and review support to reviewers that you feel may be helpful in planning future trainings/review structure. Please include any aspects of training or the review that either increased or inhibited your confidence as a reviewer:

Please give comments regarding the training and review support to reviewers that you feel may be helpful in planning future trainings/review structure. Please include any aspects of training or the review that either increased or inhibited your confidence as a reviewer:
The division should begin to think about how to provide a train-the-trainer workshop for individuals who are interested in becoming CSR reviewers. This would in the long run decrease the cost of the current training group and the resources saved.
RE; #9 What partner? An official partner would be great. Did this mean during the last day of presentation review?
The training was very intense and almost overwhelming. Processing time at the end of review weeks was very helpful. Having a partner was absolutely necessary, since each individual "picks up" on different details about the person(s) being reviewed.
Briefer introduction to the theory and more discussion with participants to increase greater "buy-in" would have been helpful. Shadowing was extremely important and my person (Gwyn) was great and very helpful.
Training was well-designed. The fast pace was preparation for the experience. Shadowing and partnering was vital to an effective experience.
The scoring practice on vignettes was helpful.
I enjoyed the training process and felt that it overall did prepare me for completing my initial review. The shadow process was key to "breaking the ice" and ensuring my confidence in abilities to complete my initial solo review. HSO was great!
During the training I felt rushed and pushed to do parts of the activities before I was ready. The training schedule was also difficult since we had limited breaks and the only lunches were working lunches.
Training good; CMHC support was very poor.
Small groups were instructive. The guy who did the overview was terrible. He treated adults like children, was extremely boring and repetitive, and repetitive.
The training seemed very fast paced. There was a lot of information to take in with little time.
I found it frustrating to have someone shadowing me only after shadowing one time with

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the consultants
It was extremely helpful to work with an experienced reviewer that could share her way of thinking about the particular parts of the protocol.
I feel it all went well.
I feel its helpful to focus on how to come to a determined rating on a particular factor...how to rate when you feel in a grey zone.
The first time I reviewed in Central Indiana, the directions I was given was poor. I felt that the training was good.
Should be able to work with the out of state reviewer more than one day. When with the freshly trained in-state reviewer, I shadowed again but we didn't have enough time to go over the scores together due to the need to travel for the Friday mtg. .
I shadowed one case and then did the next 2 on my own. I was a little nervous about that but it ended up working out well. I was grateful for being able to process the 2 cases I did on my own with Ray afterward.
The training was very overwhelming!!! It might be best to do an introductory session and then a few weeks later do training on the application/operations of it.
Enjoyed shadowing, and mentoring, from HSO reviewers. This was very helpful
have chart available first
I would change nothing.
Providing examples of write ups. In training new reviewers, would reccomend having an example write up of the case that is used during the training.
We learn as we go along: more reviews = more experience
I do not think we were well trained in the feedback process. I did not have a partner during the reviews that I did and that was actually the best senario for me personally.
Meeting customers off of agency site put me ill-at-ease, I was concerned about personal safety and travel in a foreign city....
The review and training were very helpful in that I was able to ascertain what other providers were actually doing in their programs. It was interesting to review and talk to providers and see exactly what they were doing. Good overall experience.
The training had some "bumps" but was overall very good. Once in the field, there were questions that had not been addressed in the training. We were at different hotels and there wasn't a formal way to get in touch with our peers after a review
A short narrative of a review might be helpful.
I am not able to comment on any of the questions as I have not been able to shadow nor have I been a reviewer.
The training provided the basics. The refresher was spontaneous - could ask "what if....."

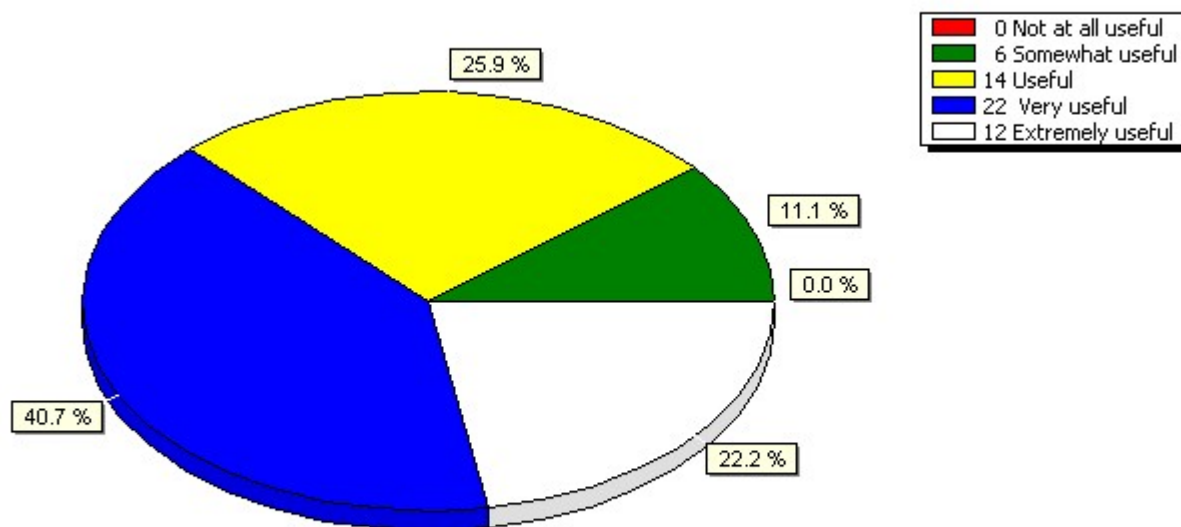
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Support readily available in field if needed

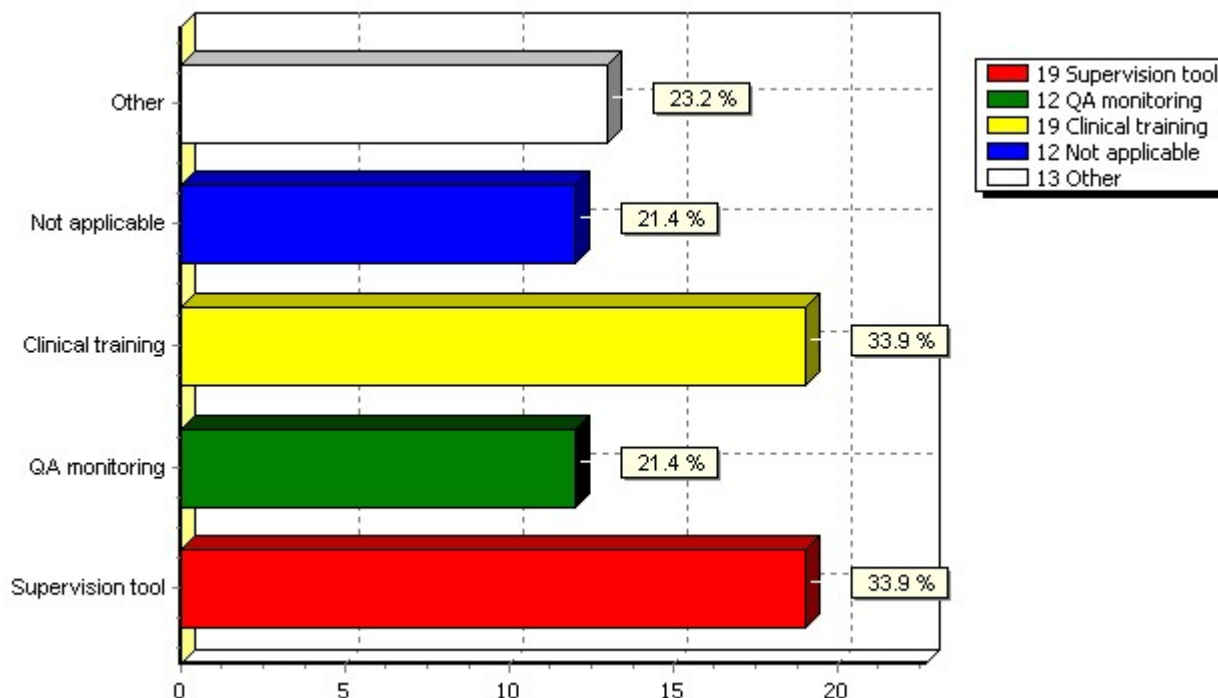
Monday AM meeting seemed superfluous and could have been handled by email and pick up of case info. at sites. Need more time to build inter-rater reliability. Need staff to accompany reviewers at least on some home visits where there is risk.

I would have been much more confident if I had shadowed an experience reviewer. However, my single shadow experience was with another reviewer who was doing his first review.

11) The following questions are specific to your opinions on the Consumer Service Review Process. Please indicate overall how useful you believe the CSR process is:



12) Has your agency incorporated the CSR process in any of the following ways? Check all that apply.



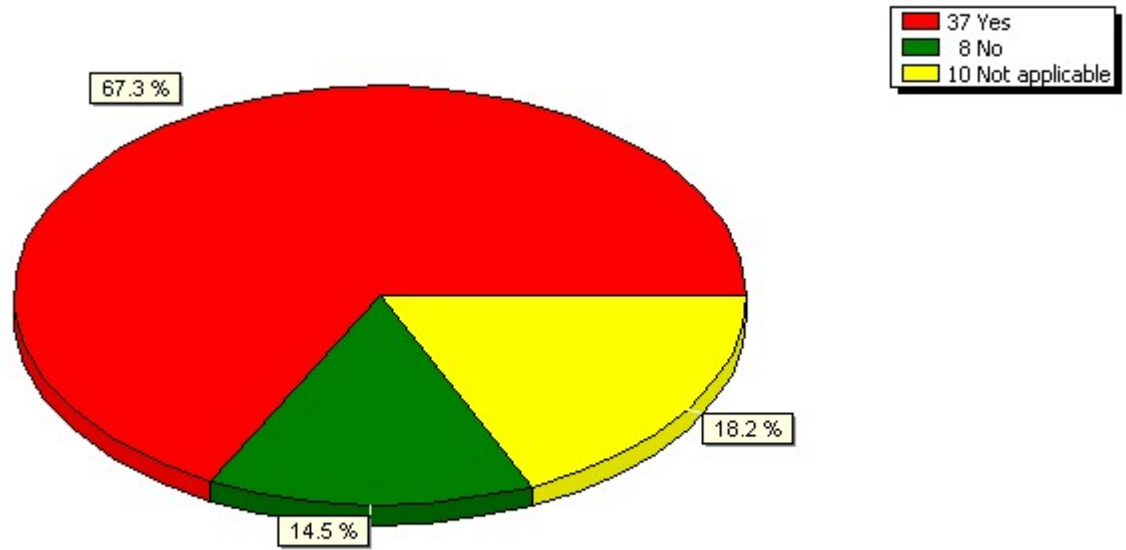
Other Responses:

Nothing officially initiated other than my own use of knowledge gained to share with peers.
Not yet, to my knowledge.
The feedback I received about my agency's CSR was vague. I need to ask more questions about it.
It has assisted us in recognition and utilization of key performance indicators within agency policy and practice.
I reference the experience in the context of IMR trainings and consultation.
I use it with my staff, but not incorporated throughout my CMHC yet.
I've not experienced any changes as a result of the reviews.

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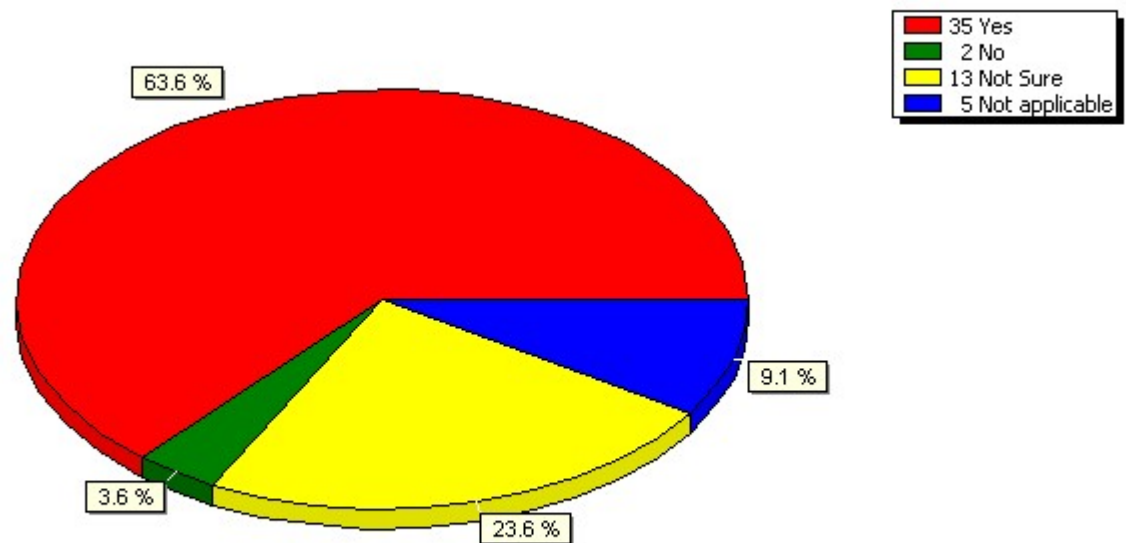
We will be looking at the recommendations from the CSR Baseline report. Upper management is beginning to discuss in what ways we will use this information to improve our services.
We are currently discussing how we might use this for QA monitoring. I would be interested in how other centers are using it.
documentation components
I have not been made aware of any center wide decision to use info.
Not yet, as we are still getting our arms around the Medicaid changes and the focus of the CSR seems to contradict the direction the State is going in with BH care.
We have used the tool to explain the direction of recovery, including the components and ways to incorporate into daily practice.
It fits well with my style of supervision and with my philosophy of training. I plan to use the ideas more in the training process.
Continues to reinforce Recovery Model
assists in meeting accreditation standards

13) Have you personally used any parts of the CSR protocol/material when you returned to your work?



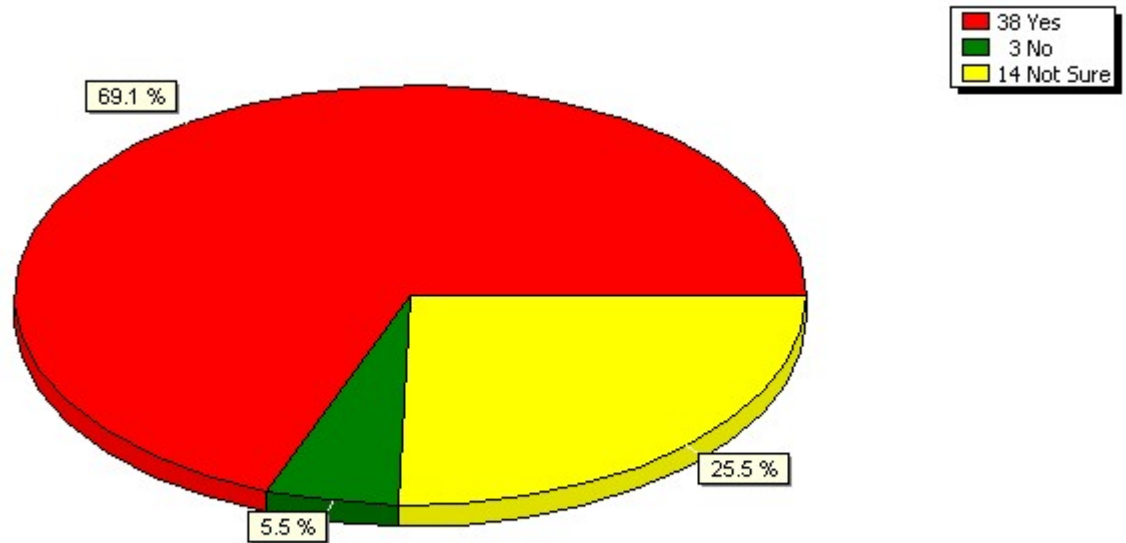
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14) Do you believe this process was a benefit to your agency?



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15) Do you believe DMHA should continue use of the Consumer Services Review Process?



16) What changes would you recommend to the Process?

What changes would you recommend to the Process?
the scale should be weighted as first decided on when all of this began. Then, some one at the last second decided to pull the weights and no one was informed about the decision. Needless to say these types of decision are the kind that
As a person who was trained, then had two cases reviewed and then went to do reviews, the hardest part was coordinating the site review at our agency county location, time, forms, releases, maps, etc.
CMHCs need to understand the system of care philosophy that underpins the CSR. They need to understand what elements of the philosophy apply to all clients they serve, not just "system of care" clients.
Better schedules with fewer gaps in time between interviews.
Ensure agencies being reviewed continuously understand the expectations for the review process (ie. scheduling appropriate interviews, feedback sessions, contacts, etc.).
That the CMHC be better prepared for the review and include all team members in the interview process
More specific ideas/suggestions for improved scores.
Poor support from the CMHC I reviewed. I received no packet and client address and directions were incorrect
I feel the process is adequate in its present form
Reviews are too long and take too much time.
you may wish to weight cases or ensure certain types of cases are selected. At our center no wraparound or ACT cases were selected.
That it would incorporate a larger sample.
Looking at how specific programs at the CMHC are implementing or following the principals the state has focused on through the CSR tool.
Maybe if the information can be sent ahead of time and that there is not as long of a wrap-up on the last day. 1 whole week to be gone makes my regular job even more difficult to catch up on when returning.
Having the actual reviews scheduled immediately after the training with an opportunity to conduct another review a few months later. I would also encourage feedback to be given to the individual staff that were interviewed rather than to only 1 person

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It went well.
perhaps enhance the type and amount of documentation provided to the reviewer...realizing that the implementation and copying would be more expensive and time consuming
We have a problem in Indiana in terms of the funding for CMHC and the expectations of DMHA. This needs to be worked out without the Centers being caught in the middle.
Still need to know the relationship between funding and CSR recommended services.
More timely visitation site coordination/information
It seemed that the info. from the last person interviewed was not checked out and that this information weighted the evaluation. This is not said in a defensive way but rather a fact that made me curious.
Wish there was better cooperation from other entities such as Probation, the results seem to be geared towards the BH providers only. Until there's buy-in from all entities how meaningful are the results?
Inviting other stakeholders to the debriefing so they can experience the feedback process and how important cross agency communication is.
none
I think that teaming reviewers would be helpful.
I thought the process went very well. Perhaps another refresher training before the next round of reviews.
DMHA should pay the expenses of reviewers.
I did feedback as a reviewer very differently than it was done for us as a center by other reviewers. The feedback session for us were not particularly helpful. (I can give more information about this if you desire)
none
Although it seemed effective, it does not appear all agencies are open to the process. It could help if this was a voluntary effort. Not all agencies can afford to send reps often.
I think it would have been helpful to have some type of arranged meeting at the end of each day for debriefing and finalizing the form we faxed in.
Less intensity (fewer providers at a time). Possibly a meeting time in the evenings when we could gather to debrief or just discuss how to complete the forms.
It should be done over a longer period of time.
Decrease the # of days in a center
smaller regions- more feedback from other stakeholders specific to our area
I think the process is very good. The issue would be how the process, and information gained from the process, will be utilized to benefit the Clients and supporting services in

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the future.
see above
Training/refreseher a minimum of 3 weeks prior to actual review.

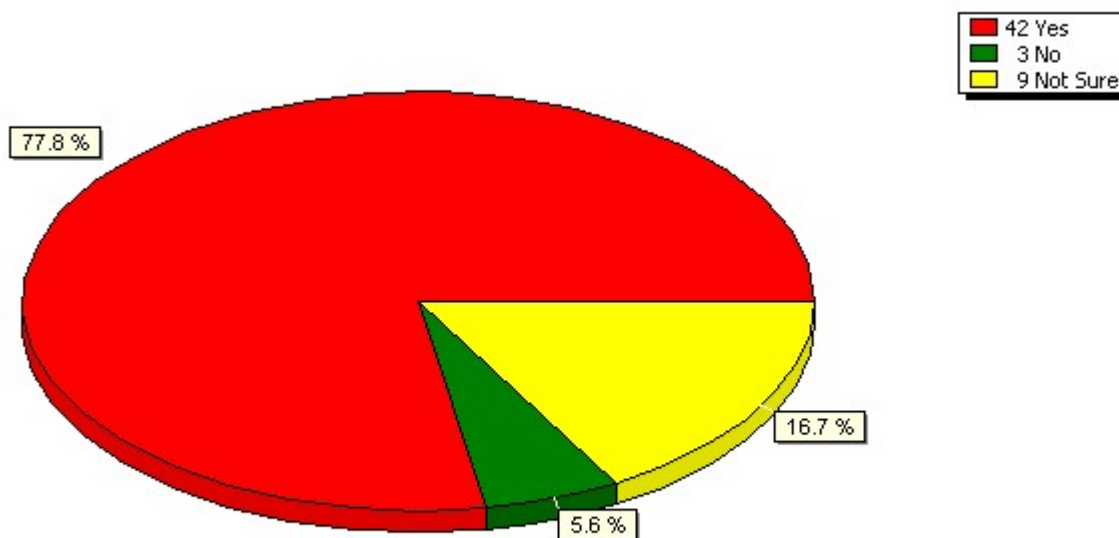
17) What changes if any would you recommend to the Protocol? Please specify Youth or Adult (these may also be e-mailed separately to gina.eckart@fssa.in.gov). .

What changes if any would you recommend to the Protocol? Please specify Youth or Adult (these may also be e-mailed separately to gina.eckart@fssa.in.gov). .
Adult- provide weights for the different catagories.
Good tool - made much more sense when the whole process was seen.
shorten the document and have clear delineations between levels
THE material was too detailed and repetitive. I found it difficult to zero in on what was most important when interviewing and, especially, when rating. It would be enhanced by editing.
none
Scoring of the protocol confusing on a few items
no changes
Maybe if the write-up could be replaced with a standardized form with comment sections fro unique information. Having to write up a summary was frustrating.
None at this time.
Adult:: I like the status factors....would like to see a focus on stages of change & maybe add state of treatment to the protocol.....think the progress indicators are fine as is.....practice performance indicators are ok
None to the protocol, just to the process as above
Youth--Working with youth takes such a large team of people and the big picture must be kept in view at all times. When you work with a child there is easily 10 people involved or more so getting everyone on the page is very hard. It needs to happe
None. I thought it was very thorough
The protocol and reviewing doesn't allow for consistent scoring related to the families decisions/choices/ motivations toward care. Generally, care inhibited by the choices of the family score as a failing system.
None

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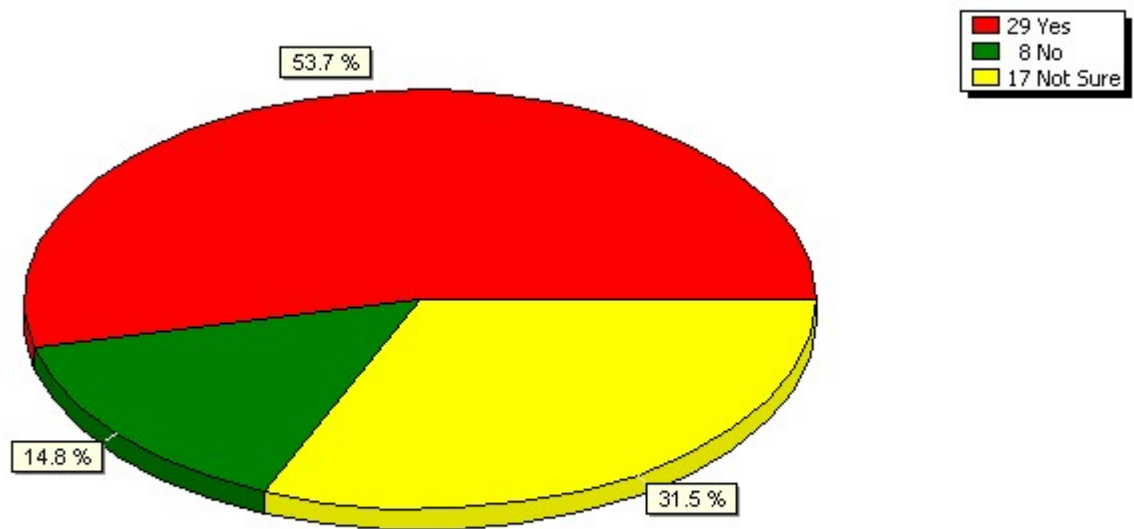
Youth, but would apply to either. How the meetings are scheduled, and where they are scheduled being respectful of the reviewers time and potential safety as well.
Adult.
I plan to review both protocols and send you written comments for revisions.
I plan to go through both protocols and send comments separately.
It needs to be shorter.
As a reviewee we experienced reviewers leaving before scheduled meetings with clients support system and then grading us lower because the support wasn't involved. Quite Frustrating!
probably could make it briefer- I'd need to spend more time thinking about the specifics
Youth: assure that youth, family and staff are adequately informed of the purpose/process. Have opportunity to learn what the CMHC's tx. programs are. Be able to present all participants in review with a "token" of appreciation, e.g., pin, ribbon, e

18) Do you plan to participate as a reviewer in future reviews?



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19) Would you be willing to work on a Protocol update group?



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20) Please share any other comments or suggestions in the space that follows:

Please share any other comments or suggestions in the space that follows:
The Division should make every attempt to provide some sort of reimbursement to the mental health centers for their time,. May want to consider holding the training in other location then Indy
I wish we could spend more time with all our cases like this. Please send a summary of the outcomes for those of us who did not attend 2/12 but invested a lot of time and energy in the reviews.
It is important that the "right people" i.e. supervisors, managers, directors, are present for the feedback at the end of the review days. They are the ones that can affect change.
Wonderful DMHA is still interested in this process. Will help CMHCs improve their delivery of services
The experience increased my appreciation for differences between urban and rural MHCs. I was impressed by the process. Family and other team members seemed to appreciate the opportunity to be heard and valued.
Inclusion of other systems, such as Dept. of Educ, Probation and DCS would be very helpful in gaining credibility to the tool. Mental Health staff may feel they are failing when we need other agencies to progress.
I hope to see that DMHA takes the CSR process beyond the baseline review to facilitate enhancements in practice across the State and to ensure that practice continues to develop.
Scheduling of the day was poor at the CMHC/ did not allow time for doing a post review mtg with staff. The CMHC CSR Coordinator did not seem to understand the CSR process well and did not orient the staff about the survey. Didn't prepare staff.
I would participate in the future as a reviewer, but I can't afford the expenses.
Lose the guy who taught overview part of the training-he was terrible. Make survey process more concise.
I am glad to be a part of this important transformation in our state.
I think I could have made more helpful responses if I had been given the questionnaire right after my review.
It's hard to recover from being away (work piles up). The deadlines and timelines I need to stay on top of make it hard to commit to being away.
Wonderful practical learning experience

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I would like to know where I am going when a little sooner. This requires a great deal of planning re: all the other things I do.
Would like to participate again, but feel that it would be important to work with an out of state reviewer again. Ideally the training wouldn't have been so much earlier than the actual reviews.
This is a great process to improve the quality of care in service areas. The focus on feedback and information sharing allows for open reviews.
Also would recommend a system in which all reviewers know where other reviewers are staying &/or a way to contact other reviewers.
I think the feedback session are critical and can be used for training for those being reviewed. I conducted them in that manner.....that is not what our center reviewers did and so staff seemed to find the process more onerous than helpful.
I believe this is a wonderful concept/process. Huge really, not sure how it will play out yet from the state and agency level. As you know it is very labor intensive and that is a huge problem throughout the entire process.
In general its very helpful- I wish that we would have had more specific feedback from the interviews that were done with stakeholders by Ivor.
I enjoyed working on the protocol team and as a reviewer last year. However, it was difficult for me to take the time off from work; therefore, am unsure as to if I really could participate this year.
very expensive and time consuming for CMHC's, too time consuming for staff involved who have productivity standards

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